

Reactive Q&A

Neighbors & Law Enforcement Partnerships

- **What is the partnership benefit?**
 - The Neighbors app lets you easily share and communicate with your neighbors about crime and safety so you have real-time, local crime data at your fingertips. The Neighbors app facilitates communication between neighbors, which is a crucial element of crime prevention.
- **How is Neighbors different from other platforms / Apps?**
 - Neighbors is about crime and safety only.
 - Residents must verify location in order to post / comment.
 - All users post anonymously (like a tipline)
 - Law Enforcement can view what residents are sharing, engage the public in their investigations and provide residents with hyper-local crime and safety information.
 - **Neighbors features allows it to function as a true digital neighborhood watch.**
- **Is law enforcement able to access user data or cameras through Neighbors?**
 - No user data, or even the existence of a camera at a specific location, is shared without prior consent of the device owner. Law enforcement can only see posts that users share publicly; they do not have access to users' devices, video or data.
- **Why is law enforcements participation on the app useful?**
 - Neighbors enables [agency] to:
 - Share important crime and safety updates with local communities in real-time.
 - Request information about local crime and safety situations from Neighbors who opt-in to sharing for a particular request.
 - Work together with the local community to build trust and make neighborhoods safer.
- **Does the Neighbors app collaborate with other apps like Facebook and NextDoor that get used by neighborhoods?**
 - Yes, Neighbors posts are shareable with other major social platforms. We encourage users to share crime posts to build awareness of local incidents and help identify criminals acting in the area.
- **Can only Ring videos be shared on Neighbors?**
 - No. All videos, images, and text can be uploaded and posted to Neighbors. Videos from all cameras can be uploaded.
- **How does Ring Neighbors work with law enforcement? How much access does law enforcement have to my Ring device? If any?**
 - Neighbors users can choose whether to share their Ring videos with law enforcement in the app.
 - Law enforcement can view the publicly available content in the Neighbors app and request content from Neighbors in a certain area and time range where an incident may have occurred. If law enforcement is interested in seeing a certain video, Ring will ask the user if he/she is willing to share footage with law enforcement. The police do not have a way to contact users outside of the app, which keeps identities hidden.
- **How many agencies have partnered with the Neighbors App?**

****FOR INTERNAL USE ONLY****

- Dozens of agencies nationwide have joined the Neighbors App and are currently using it to engage with their communities.